



Job Description:

HR and Operations Manager

| | |
|------------------------------|---|
| Salary | €42,610 to 47,096 (depending on experience) |
| Hours: | Full time, 35 hrs per week |
| Reporting To: | Head of Operations and Programmes |
| Supported By: | Operations Department Youth Services Department Senior Partnerships and Diversity Manager |
| Term: | 1-year fixed term contract |
| Starting Date: | Asap |
| Application Deadline: | 9am, Monday 15th July 2024 |

Overview

Belong To's vision is for an Ireland where lesbian, gay, bisexual, transgender, and queer (LGBTQ+) young people are equal, safe, and valued in the diversity of their identities and experiences. We work with LGBTQ+ young people as equals to achieve our vision through youth work, changing attitudes, and research.

Our core values are those of inclusion, integrity, and respect, in an environment of honesty and openness. Our purpose is to create a welcoming, supportive, safe and fun space for LGBTQ+ young people. We are committed to collaboration and youth participation. We believe in solidarity and intersectional equality, and our work focuses on human rights and social justice. We are dedicated to continuous improvement in everything we do.

The HR and Operations Manager will lead the organisation's HR function and support the Operations department. They will lead on the coordination of volunteering activities across the organisation, including exploring and

implementing improvements to our volunteering programme and growing volunteering at Belong To.

Staff Benefits

Belong To provides staff members with an array of benefits and supports that increase their financial security, health, and well-being. We also support staff members to develop professionally and promote a healthy work life balance. Some of these discretionary benefits and supports include:

- Paid time off, including 26 holiday days, and following successful completion of probation access to our discretionary sick leave, parental leave, and bereavement leave schemes
- Educational assistance programmes (including paid study/ exam leave and an educational fund towards the costs of fees)
- An Employee Assistance Programme (EAP) covering you, and your loved ones.
- A death in service benefit which will pay a lump sum of x4 times your salary to your loved ones in the event of your untimely passing
- Family flexible working hours
- Hybrid Working arrangements
- Tax saver tickets and cycle to work scheme
- Staff coaching and mentoring programmes
- Staff training and development opportunities
- Staff wellness programmes
- Pension contributions (upon completion of 6-month probationary period)

Key Responsibilities and Duties

Human Resources

- Coordinate the induction of new staff.
- Review and update HR policies and procedures.
- Manage all HR administration for recruitment, HR Locker, Xink, Salesforce and the Education Assistance Programme.
- Maintain and manage a Volunteers Database, overseeing data collection and reporting.
- Ensure best practice in our volunteering programme through reviewing and updating policies, procedures and risk assessments relating to volunteering activities.
- Work in partnership with different teams to plan for volunteering needs and recruitment. Develop and implement effective strategies to recruit volunteers with the right skills to match the needs of the organisation.

- Design and implement a comprehensive induction programme for new volunteers in our youth groups.
- Supervise and support volunteers, providing feedback and advice as needed.
- Develop a formal programme for work placements and internships at Belong To.
- Facilitate an ongoing programme of upskilling and training for long-term volunteers in our youth groups.
- Develop and implement a corporate volunteers engagement plan that identifies how best Belong To can engage with, and benefit from, corporate volunteering programmes.
- Assess available resources and develop budgets for volunteer programme activities.
- Conduct evaluations of programmes and services delivered by volunteers and implement improvements where identified.

Operations

- Manage third party contracts with service providers.
- Support the implementation of data protection policies.
- Coordinate IT services, security and equipment.
- Implement health and safety policy and ensure compliance.
- Support the Internal Governance, Oversight and Risk group and risk register management.
- Support the Head of Operations and Programmes with systems reviews and enhancements.
- Line manage the Administration Officer.

Note

This job description is not a definitive list of tasks; rather it is designed to give an overview of the job. It is envisaged that the post-holder will use their own initiative and develop the job under guidance so that the organisations aims are achieved. It should be noted that the organisation is dynamic and fast paced and it may be necessary to step beyond the areas outlined above to support others from time to time.

Functional Competencies

Essential

- Minimum of two years in a coordination or managerial role.
- A professional qualification in human resources.
- Excellent written, verbal and IT skills.
- Strong communication, interpersonal and motivational skills.
- Ability to work in different environments with a wide range of people.
- Excellent organisational skills and a proven ability to multitask, prioritise, and work under pressure in a fast-paced environment.
- Ability to take the initiative and work independently, while also contributing positively as part of a team.
- Willingness to work flexible hours.

Desirable

- Direct experience in HR, volunteer coordination and/or operations.
- Experience with HR management systems.
- A professional qualification in volunteer management and engagement.
- Experience working with LGBTQ+ people.
- Experience developing volunteer programmes and delivering training for volunteers.

Behavioural Competencies

| Stakeholder Focus | |
|---|----------------|
| Ensuring a 'stakeholder focused' approach is implemented in own department. Systematically analyses stakeholders' information and feedback. | |
| <ul style="list-style-type: none"> ◆ Understands and keeps up to date on wider issues at local and national level that may have an impact on the service provided. ◆ Is proactive, benchmarks, applies best practice, seeks service improvement. ◆ Ensures systems are in place to communicate relevant information to others either within own department/team or to other groups, or to colleagues. ◆ Manages the process of reviewing policies and procedures to improve satisfaction with the service provided within the scope of own department or project. ◆ Ensures the development and implementation of agreed improvement plans which could benefit stakeholders. | Level 4 |

| Planning and Organising | |
|---|----------------|
| Contributes to the development of operational plans, ensures plans are fully implemented, monitors progress according to operational objectives. Seeks to improve how resources are used. | |
| <ul style="list-style-type: none"> ◆ Prioritises workload to ensure everything is completed to the agreed standard, monitors progress. ◆ Monitors income and expenditure. ◆ Drafting and implementation of contingency plans. ◆ Where required to structure work of a team, ensures realistic timescales are set for both self and others. ◆ Contributes to the planning process of own department. ◆ Establishes effective measures of progress against agreed expectations. | Level 3 |

| Drive for Results | |
|--|----------------|
| Implements processes to enable the achievement of the team goals and objectives. | |
| <ul style="list-style-type: none"> ◆ Sets and agrees clear standards to achieve goals with team/colleagues (where appropriate). ◆ Identifies the causes of slippage/ failure and takes prompt action. ◆ Builds commitment to achieve desired results. ◆ Seeks feedback from the stakeholders inside and outside the organisation to improve performance. | Level 3 |

| Effective Communication | |
|---|----------------|
| Communicates persuasively and confidently both to external and internal groups/stakeholders. Plays a representational role. | |
| <ul style="list-style-type: none"> ◆ Is a persuasive communicator. ◆ Presents succinct, well-balanced information written and oral, with clear outcomes. ◆ Encourages a positive environment for constructive challenge and feedback. ◆ Creates an environment where people are encouraged to communicate openly. ◆ Shares relevant information concerning strategic / long term plans with colleagues/own team. ◆ Develops proposals and reports in a style and language necessary to guide, inform, and/or persuade in line with the organisation's protocol. | Level 4 |

| Innovation and Creative Thinking | |
|---|----------------|
| Identifies designs and develops innovative programmes and processes. | |
| <ul style="list-style-type: none"> ◆ The ability to create a viable solution from a blank page - demonstrates lateral thinking. ◆ Keeps up to date with best practice in all sectors and seeks opportunities to implement it within the organisation. ◆ Scans the external environment to identify opportunities for organisational growth. ◆ Encourages others to 'think outside the box'. ◆ Encourages and values new ideas, perceptions, and suggestions. | Level 4 |

| Continuous Development (self and others) | |
|--|----------------|
| Provides regular informal constructive feedback on performance to others in order to improve capability and confidence. Stays current in own field of expertise. | |
| <ul style="list-style-type: none"> ◆ Consistently reflects on own areas for development and, where appropriate, others. ◆ Selects appropriate development activities from a range of competing alternatives and pursues them where appropriate. ◆ Continually looks for ways to expand job capabilities. ◆ Plans and monitors learning and development activities for self and, where appropriate, others. ◆ Supports and trains others in own areas of expertise, where appropriate. | Level 3 |

**Please note that listed above are the top 6 behavioural competencies applicable to this role and is not the exhaustive list of all competencies relevant to this role.*

Overview of Practical Arrangements

Hours and Place of work

Full time, 35 hours per week. This post offers excellent flexibility to the successful candidate including a Hybrid Working arrangement. The nature of this post requires flexibility in the hours of work and will require occasional work in the evenings, at weekends and occasional travel nationally.

The usual place of work shall be in Belong To's office at 13 Parliament Street, Dublin 2.

Holidays

In addition to the usual public holidays the annual leave for this position is 26 working days (pro-rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Belong To LGBTQ+ Youth Ireland has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisation's Safeguarding and [Child Protection Policy and Vetting Policy](#) is available for review on our website.

Confidentiality

Due to the nature of this work the post holder will often be party to highly confidential and very personal matters – they must therefore be committed and able to maintain the very highest standards of confidentiality at all times.

Non-Compete/ Non-Solicitation

A condition of the contract of employment offered to the successful candidate will be a restrictive covenant commonly known as a non-compete and non-solicitation clause.

Pre-Employment Health Check

The successful candidate shall be required to complete a pre-employment medical check and be certified as fit to perform the duties of the role in advance of taking up employment.

Belong To LGBTQ+ Youth Ireland is an Equal Opportunities Employer.

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, family status, religious belief, membership of the Roma or Travelling community or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you submit an application for a role with Belong To LGBTQ+ Youth Ireland we create a number of both paper and digital records in your name. Information submitted with a job application is used in processing your application. Where the services of a third party are used in processing your application, it may be required to provide them with information, however all necessary precautions will be taken to ensure the security of your data. To make a request to access your personal data please submit a request by email to privacy@belongto.org ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s). Information in relation to a candidate's personal data held by Belong To LGBTQ+ Youth Ireland are set out in our [data protection policy](#).

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Belong To LGBTQ+ Youth Ireland may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Belong To provides for the employment of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the requirements of the position. The shortlisting criteria may include both the essential and desirable criteria specified for the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience in your application.

As part of the shortlisting process, candidates may be selected to take part in a phone screening interview. An invitation to take part in a phone screening interview will be at the discretion of the Expert Panel and does not guarantee a face-to-face interview.

Other Important Information

Belong To LGBTQ+ Youth Ireland will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline, or having accepted it, relinquish it, or if an additional vacancy arises we may at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment their name will be removed from the panel and no further offers of appointment will be made.

Submitting an Application

Please submit a completed application form in advance of the **deadline for applications of 9:00, Monday July 15th.**

Applications should be submitted by email to: jobs@belongto.org. Please include "HR and Operations Manager" in the subject line of the email.

We will inform candidates who have been successfully shortlisted. We regret that it is not possible to provide individualised feedback to applicants who have not been shortlisted for interview and we kindly request that you do not call or email seeking feedback. Feedback is available for candidates called to interview.

Interviews are provisionally scheduled to occur the week of 29th July at Belong To's offices. If you are unable to attend for interview on this date, please state so clearly on your application form. If you require any adjustments to assist you during the application and selection process, please tell us in the application form.

Candidates should note that canvassing will disqualify.